HD Digital Satellite Receiver
Récepteur satellite numérique HD

الرياضية

User's Manual
Manuel de l'utilisateur

HD-FREE

The default password is 0000.
Le mot de passe par défaut est 0000.

MANUAL/HDFREE/100GBFRFAAR
20000-00372

Think Nature

www.humaxdigital.com

HUMAX

Notice

Thank you for purchasing a HUMAX product. Please read this user's manual carefully to be able to safely install, use and maintain the product at maximum performance. Keep this user's manual next to your product for future reference. The information in this user's manual is subject to change without notice.

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Meaning of Symbols

	To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.
	This symbol indicates dangerous voltage inside the product that presents a risk of electric shock or personal injury.
	This symbol indicates important instructions accompanying the product.

Warnings, Cautions and Notes

Throughout the whole manual, pay special attention to the following marks that indicate hazardous situations.

Warning
Indicates a hazardous situation which could result in serious injury
Caution
Indicates a situation which could damage the equipment or other apparatus
Note
Indicates additional information to make the user aware of possible problems and information of any importance to help understand, use and maintain the installation.

Warranty

The warranty does not cover parts which may become defective due to misuse of the information contained in this manual.

'WEEE' Instructions

This product should not be disposed with other household wastes at the end of its working life. Please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. This will prevent possible harm to the environment or human health from uncontrolled waste disposal.

Domestic users:
Please contact either the retailer where you purchased this product or their local government office for details of where and how they can take this item for environmentally safe recycling.

Business users:
Contact your supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Trademarks

- Irdeto is a trademark of Irdeto Access B.V.

For Your Safety

Safety Instructions

1. POWER SUPPLY
   - Operate this product only from the type of power supply shown on the marking label. If you do not know the type of power supplied to your home, contact your local power company.
   - Disconnect the power supply before you start any maintenance or installation procedures.
2. OVERLOADING
   - Make sure that the wall outlet, extension cord and adapter have a sufficient power rating for the appliance. If not, this can cause an electric fire shock.
3. LIQUID
   - Do not expose this product to liquids. Do not put objects filled with liquid on the product.
4. CLEANING
   - Disconnect the product from the wall outlet before you clean it.
   - Use a moist cloth to clean the product. Do not use solvents. Wipe the surface gently with a soft cloth as it may get scratched.
5. VENTILATION
   - Make sure that the slots on top of the product are not blocked. It is necessary to have a sufficient airflow into the unit.
   - Do not put electronic equipment on the product.
   - Do not put objects on the product. This will block the ventilation or cause damage to the surface.
6. ATTACHMENTS
   - Do not use any unsupported attachments as these may be hazardous or cause damage to the product.
7. LIGHTNING, STORM OR NOT IN USE
   - Unplug the product from the wall outlet and disconnect the antenna during a thunderstorm or when left unattended and unused for long periods of time. This will prevent damage to the unit due to lightning and power-surges.
8. EXTRANEOUS OBJECTS
   - Do not insert anything through the openings in the unit, where they can touch dangerous voltage points or damage parts.
9. REPLACEMENT OF PARTS
   - When replacement of parts is required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorised substitution may result in additional damage to the unit.
10. CONNECTION TO THE SATELLITE DISH LNB/CABLE TV SIGNAL/AERIAL
    - Disconnect the power supply before you connect or disconnect the cable from the satellite dish/ cable TV signal/aerial. If not, this can cause damage to the LNB/cable TV line/aerial.
11. CONNECTION TO THE TV
    - Disconnect the power supply before you connect or disconnect the cable from the TV. If not, this can cause damage to the TV.
12. EARTHING (satellite only)
    - Earth the LNB cable to the system earth for the satellite dish.
13. LOCATION
    - Place the product indoors to avoid exposure to lightning, rain or sun. Do not place it near a radiator or heat register.
    - Keep at least 10 cm clearance from any other appliances susceptible to electromagnetic influences such as a TV or a VCR.
    - If you place the product on a rack or a bookcase, make sure that there is adequate ventilation and that you have followed the manufacturer's instructions for mounting.
    - Do not place the product on an unstable surface where it can fall. A falling product can cause serious injury to a personnel and serious damage to the appliance.

Cautions and Warnings

1. To avoid damage of the power cord or plug
   - Do not modify or process the power cord or plug arbitrarily.
   - Do not bend or twist the power cord.
   - Make sure to disconnect the power cord while you hold the plug.
   - Keep heating appliances as far as possible from the power cord to prevent the cover vinyl from melting.
   - The mains plug, as a disconnection device, shall remain readily accessible by the user.
2. To avoid electrical shock
   - Do not open the main body.
   - Do not insert metal or inflammable objects inside the product.
   - Do not touch the power plug with wet hands.
   - Disconnect the power cord in case of lightning.
   - Unplug the power cable before you install the antenna cable.
3. To avoid damage of product
   - Do not use the product when it is out of order. If you continue to use the product when defective, this may cause serious damage. Make sure to contact the customer service centre if the product is out of order.
   - Do not insert metal or alien substance into the slots for the modules or Smartcards. It may cause damage to the product and reduce its life span.
4. To avoid damage of the hard disk drive (PVR only)
   - Do not move the product or turn the power off suddenly while the hard disk drive is running.
   - The company shall not be liable for any corruption of data on the hard disk drive caused by carelessness or misuse of the user.

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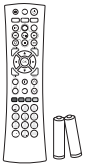
Accessories



Remote Control
/ Batteries

User's Manual

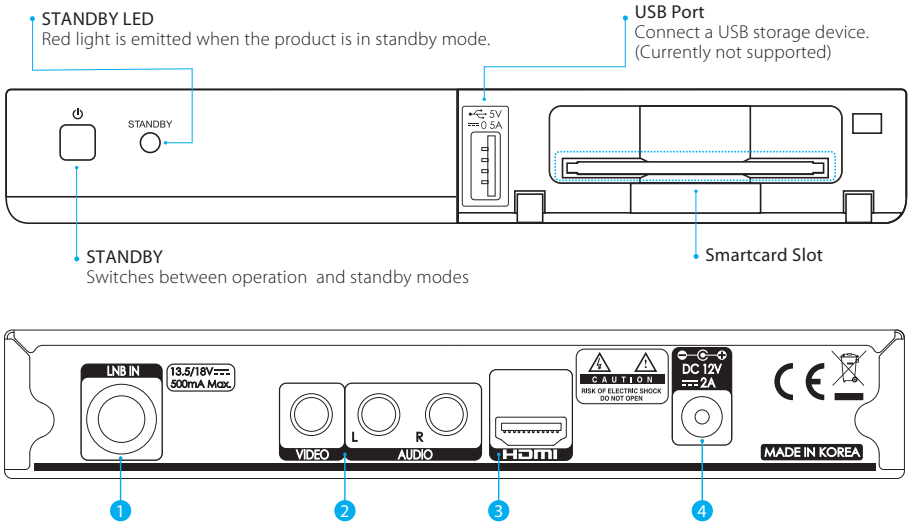
HDMI Cable

AC Adaptor

Note: This accessories may vary according to area.

Front & Rear

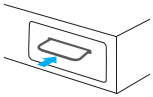
Note: The image may differ from the actual product.



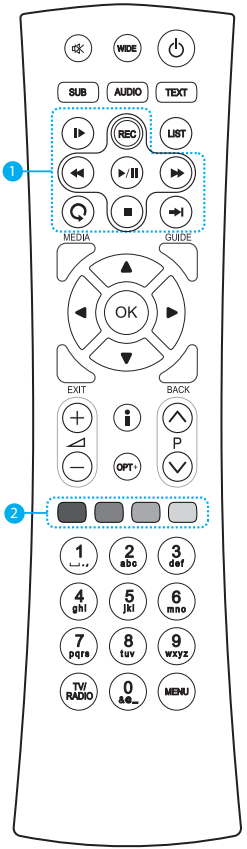
1 **LNB 1 IN:** Connect a satellite antenna cable.
2 **VIDEO/AUDIO:** Use an RCA cable to connect to the TV.
3 **HDMI:** Use an HDMI cable to connect to the TV.
4 **AC Adaptor:** Use the AC adaptor to connect to the power supply.

Inserting the Smartcard

1. Hold the Smartcard horizontally with the electronic chip facing downwards.
2. Insert the Smartcard into the slot.



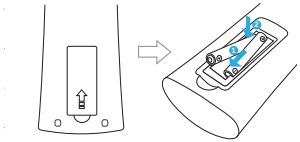
Remote Control



	MUTE	Mutes audio
	WIDE	Sets the display format
	STANDBY	Switches between operation and standby modes
	SUB	Changes the subtitle language
	AUDIO	Changes the audio language
	TEXT	Enters the digital text service
1	Playback Control Buttons	▮▶Slow, RECRecord, ◀◀Rewind, ▶▶Fast Forward, ▶/▮▮Play/Pause, ■ Stop, Instant Replay, ▶▮Skip (Reserved for future functionality)
	LIST	Displays the channel list
	MEDIA	Displays the media list (Reserved for future functionality)
	GUIDE	Displays the programme guide
	EXIT	Exits all On-Screen Display (OSD) screens
	BACK	Returns to the previous channel or the previous screen
	OK	Selects a menu or confirms
	ARROW Buttons	Moves the cursor up, down, left or right
	◢ +/-	Changes the audio volume
	P▲/▼	Changes the channel or page
	i (Information)	Displays the channel and programme information
	OPT+	Displays the channel attributes
2	COLOUR Buttons	For interactive applications
	NUMERIC	(0-9)
	TV/RADIO	Switches between TV and radio modes
	MENU	Displays the main menu

Inserting Batteries

Insert the batteries matching the plus(+) and minus(-) at each end.

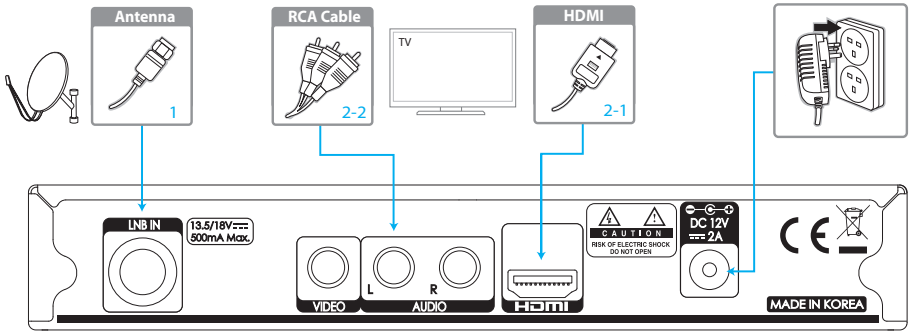


Connections

This section describes how to connect your product to match your particular devices and to gain optimum signal quality.

Warning: Connect all devices before you plug any power cords into the wall outlet. Always turn off the product, TV and other devices before you connect or disconnect any cables.

Note: If you encounter any problems setting up your product, please contact your local retailer or HUMAX Customer Service.



Connecting the Antenna

Connect the aerial to the **LNB IN**.

Connecting the TV

2-1 Using an HDMI cable

For the best picture quality, use an HDMI cable to connect to the TV.

2-2 Using an RCA cable

For good picture quality, use an RCA cable to connect to the TV.

Powering On

1. Connect the power cord of the product to a wall outlet.
2. Power on by pressing the **STANDBY** button on the remote control or the **STANDBY** button at the front panel.

Wizard

The installation wizard operates automatically when you power on the product for the first time or do factory default in menu.

Note: If you exit the installation wizard without fully completing the channel searching procedure, you may not have all of the channels available. In this case, go to **MENU** > **Settings** > **Installation** and search for more channels.

1. Language

Select the appropriate language from the list.

2. Display

Set the video output to your TV.

3. GMT Offset

Select your country to determine the time zone.

4. Search Channels

- **Automatic Search**: Search all channels of NILESAT(7.0W) and BADR(26.0E) and HOT BIRD(13.0E) automatically.
- **Skip**: If you have SCD or motor antenna, skip the search process and go to **MENU** > **Settings** > **Installation**.

5. Automatic Search

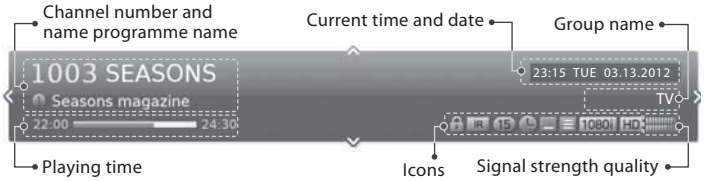
Channel search will begin automatically.
Save the found channels when the search is complete.

6. Result

The result of the installation wizard will show. Select **Finish** to exit the wizard.

Programme Information (i-Plate)

The i-plate is an information banner that is displayed for a few seconds whenever you change channels. Press the **i** button while you watch a programme to display the i-plate. Press the **EXIT** button to hide it.



	Viewing detailed programme information Press the **i** button again while the i-plate is displayed.
	Viewing Previous/next programme information Press the ◀/▶ button while the i-plate is displayed.
	Viewing Programme information of other channels Press the ▲/▼ button while the i-plate is displayed. Press the **OK** button to change to the selected channel.

Icons

	Locked Programme
	Scrambled Programme
13	Parental level
HD	HD Pregramme
	Scheduled programme
1080i	Resolution
	Subtitle
	Teletext
4:3	Screen ratio

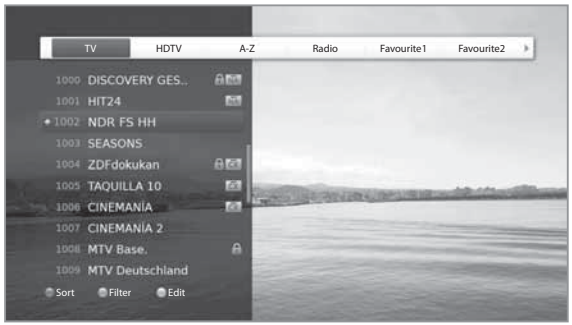
Channel List

You can access the channel list in several ways.

- Press the **LIST** button.
- Press the **MENU** button and select **Channel List**.

Changing Channels

Select the channel you want to watch and press the **OK** button. The channel will change.



◎▶	*Changing Group* Press the ▶ button to display the list of the selected channel group. **(TV, HDTV, A-Z, Radio, Favourite 1~5, Recent)**
◯ RED	*Sorting Channels* Press the **RED** button to sort the channels in numerical or alphabetical order.
◯ GREEN	*Filtering Channels* Press the GREEN button to filter the channels according to channel type in TV or Radio list. **(Satellite, Pay Channel, All)**

Note:

- 🔒: Locked channel, ▬: Scrambled channel (CAS icons)
- Press the **i** button to view the detailed channel information.
- Press the **LIST** or **EXIT** button to exit.
- Press the **TV/RADIO** button to switch between **TV** and **Radio** groups.

Editing Channels in Channel List

Select a channel you want to edit and press the **YELLOW** button.

Favourite	*Setting Favourite Channels* Select a favourite group you want to move the channel to and press the **OK** button. To remove a channel from a favourite group, select the group and press the **OK** button again.
Lock	*Locking Channels* Select **On** or **Off**.

Note:

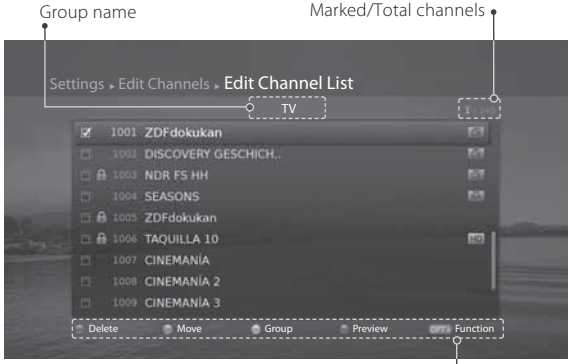
- The default password is 0000. If you have forgotten your password, please contact your local distributor.
- To edit multiple channels, go to **MENU** > **Settings** > **Edit Channels**.

Edit Channels

Editing Channel List

MENU > Settings > Edit Channels > Edit Channel List

Edit Channel List will help you delete, move, lock or rename multiple channels.



Note:

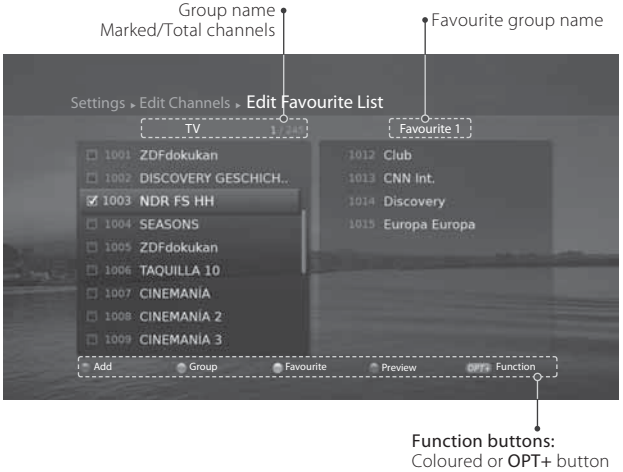
- : Locked channel, : Scrambled channel (CAS icons)
- Press the **i** button to view the detailed channel information.
- Press the **TV/RADIO** button to switch between **TV** and **Radio** groups.
- Press the **MENU** or **EXIT** button to exit. Press the **BACK** button to return to the previous screen.
- The channels that are automatically numbered by the broadcaster cannot be deleted or moved.

RED	*Deleting Channels* Select the channels using the ▲/▼ and **OK** button and press the **RED** button.
GREEN	*Moving Channels* Select the channels using the▲/▼ and **OK** button and press the **GREEN** button. Move the selected channels to the location you want using the ▲/▼ and **OK** button.
YELLOW	*Changing Group* To list the channels of other groups, press the **YELLOW** button and select a group you want.
BLUE	*Changing Background* You can change the channel displayed in the background while editing. Select the channel you want to watch and press the **BLUE** button.
OPT+	*Locking / Unlocking Channels* *Renaming Channels* *Selecting / Releasing All Channels*

Editing Favourite List

MENU > Settings > Edit Channels > Edit Favourite List

Edit Favourite List will help you add or remove channels from the favourite groups.



Note:

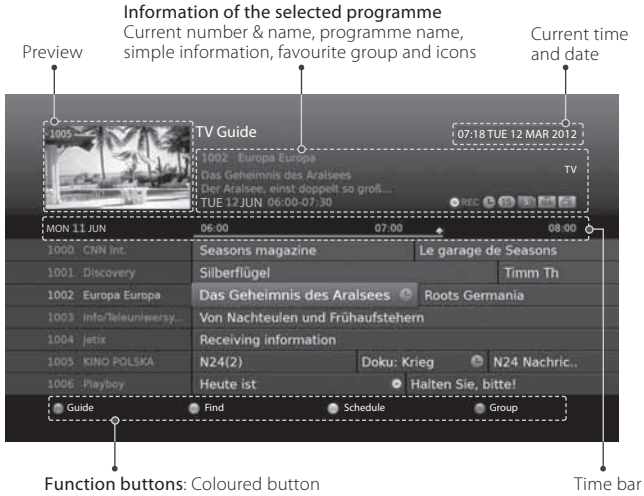
- : Locked channel, : Scrambled channel (CAS icons)
- Press the **i** button to view the detailed channel information.
- Press the **TV/RADIO** button to switch between **TV** and **Radio** groups.
- Press the **MENU** or **EXIT** button to exit. Press the **BACK** button to return to the previous screen.
- The channels that are automatically numbered by the broadcaster cannot be deleted or moved.

RED	*Adding Favourite Channels* Select the channels to add using the ▲/▼ and **OK** button in the left column and then press the **RED** button. The added channels will be listed in the right column. *Removing Favourite Channels* Select the channels to remove from the right column using the ▲/▼ and **OK** button and then press the **RED** button.
GREEN	*Changing Group* To list the channels of other groups in the left column, press the **GREEN** button and select a group you want. (TV, Radio, HDTV) *Moving Favourite Channels* Select the channels using the ▲/▼ and **OK** button in the right column and then press the **GREEN** button.
YELLOW	*Changing Favourite Group* To list the channels of other favourite groups, press the **YELLOW** button and select a group you want.
BLUE	*Changing Background* You can change the channel displayed in the background while editing. Select the channel you want to watch and the press the **BLUE** button. The background channel will change.
OPT+	*Locking / Unlocking Channels* *Renaming Channels* *Selecting / Releasing All Channels*

TV Guide

You can access the TV guide in several ways.

- Press the **GUIDE** button.
- Press the **MENU** button and select **TV Guide**.



Note:

- Press the **i** button to view the detailed programme information.
- : Scheduled programme

Watching Programmes

1. Select a programme and press the **OK** button. The programme will display in the preview.
2. Press the **OK** button again to exit the TV guide and watch the programme.

Setting Reminders

1. Select a future programme and press the **OK** button.
2. Press the **OK** button again to cancel the reservation.
   The reserved programmes will be added automatically to **Schedule**.

Finding Programmes

To find the programmes specifically according to the keyword or genre, press the **GREEN** button.

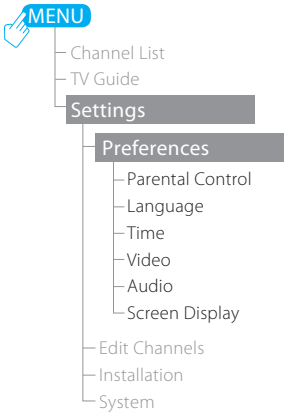
Scheduling Reminders

To schedule the reminders, press the **YELLOW** button.

Changing Group

To list the channels of other groups, press the **BLUE** button and select a group you want.

Preferences



Parental Control

- **Maturity Rating:** You can block the programme if the programme is above the age limit.
- **Change STB Password:** Enter a new password.

Note:

- The default password is 0000. If you have forgotten your password, please contact your local distributor.
- Enter the password to view the blocked programmes.

Language Setting

You can set the system language, audio language or subtitle language.

Setting Power On/Off Timer

You can set the time the receiver powers on or powers off.

Video Setting

- **Screen Ratio:** You can select the screen ratio of your TV.
- **Resolution:** You can set the resolution of the screen.
- **Display Format:** You can select the display format according to the screen ratio of your TV.
- **Letterbox & Pillarbox Colour:** You can select the colour of the margin space in Letterbox or Pillarbox mode.

Audio Setting

- **Digital Audio Output:** You can select the digital audio signal output.
- **Lip-Sync:** You can adjust the sound difference between audio and video.

Screen Display

- **Info Display Time:** You can set the duration the i-plate is displayed whenever you change the channel.
- **Transparency:** You can set the transparency of the On-Screen Display.
- **Subtitle Font:** You can set the subtitle font.

Search Channels [Fixed Antenna]

Installation allows you to configure your antenna and search the TV and radio channels.

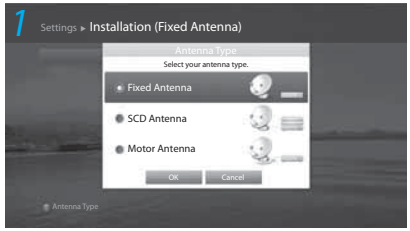
MENU > Settings > Installation

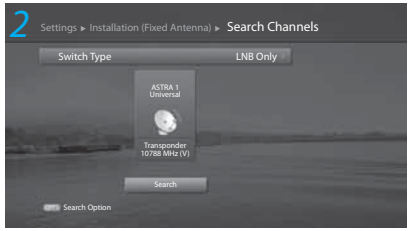
1 Press the **RED** button and select **Fixed Antenna**.
Select **OK** to save and exit.
2 Select **Search Channels** and press the **OK** button.
Select **Switch Type** and select **LNB Only**or **DiSEqC.**
3 Select a satellite figure and press the **OK** button.
- **Satellite:** Select the satellite.
- **LNB Frequency:** Select the LNB frequency.
- **22kHz Tone:** Select the DiSEqC switch.
- **DiSEqC:** Select the DiSEqC switch.
- **Test Transponder:** Check the signal status of each transponder and select the one with the best quality.

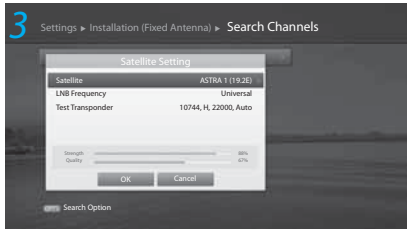
Select **OK**.

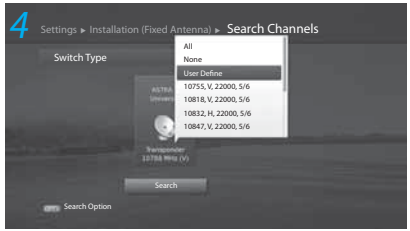
Note: When **Switch Type** is set to **DiSEqC** , both **22kHz Tone** and **DiSEqC** are activated.
4 Select **Transponder** under the activated satellite figure and press the **OK** button.
Select a value in the transponder list.
5 Select **Search** and press the **OK** button. The found channels will be listed.
6 When the search is completed, select **Save** and press the **OK** button.

Note:
- Select **User Define** to enter the options directly.
- All channels will be deleted if you change the antenna type.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.









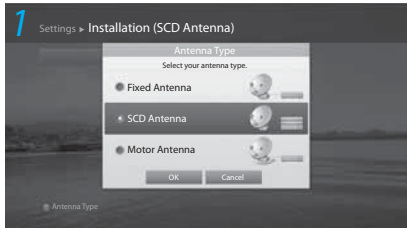
Search Channels [SCD Antenna]

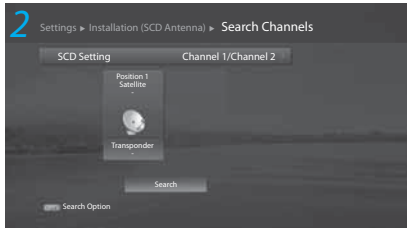
Single Cable Distribution enables the delivery of broadcast programming over a single cable to multiple users eliminating the numerous cables required to support other electronics devices.
If you are using more than one satellite receiver, set one receiver at a time and turn off the others while setting. Refer to the satellite antenna manual for details.

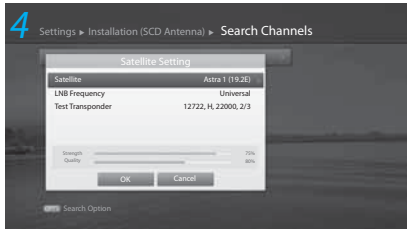
MENU > Settings > Installation

1 Press the **RED** button and select **SCD Antenna**. Select **OK** to save and exit.
2 Select **Search Channels** and press the **OK** button.
3 Select **SCD Setting** and press the **OK** button to set the channel(band) and frequency for this receiver.
   • **Tuner1:** Select from Channel 1~8.
   • **Frequency:** The frequency is set based on the channel of tuner1.
   Select **OK**.
4 Select a satellite figure and press the **OK** button.
   • **Satellite:** Select the satellite.
   • **LNB Frequency:** Select the LNB frequency.
   • **Test Transponder:** Check the signal status of each transponder and select the one with the best quality.
   Select **OK**.
5 Select **Transponder** under the activated satellite figure and press the **OK** button.
   Select a value in the transponder list.
6 Repeat the two steps above to set more satellites.
7 Select **Search** and press the **OK** button. The found channels will be listed.
8 When the search is completed, select **Save** and press the **OK** button.

Note:
- Select **User Define** to enter the options directly.
- Select **Stop** and press the **OK** button to stop the channel search.
- All channels will be deleted if you change the antenna type.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.







Search Channels [Motor Antenna]

You can set the position of the satellites when you use a motor antenna for efficient channel search.

MENU > Settings > Installation

1 Press the **RED** button and select **Motor Antenna**. Select **OK** to save and exit.
2 Select **Search Channels** and press the **OK** button.
3 Select **Motor Setting** and press the **OK** button to set the motor type and location.
- **Motor Type:**
  DiSEqC1.2: General motor antenna using DiSEqC 1.2.
  USALS: Motor antenna using USALS.
- **My Longitude:** Enter the longitude and direction.
- **My Latitude:** Enter the latitude and direction.
- **LNB Frequency:** Enter the LNB frequency.

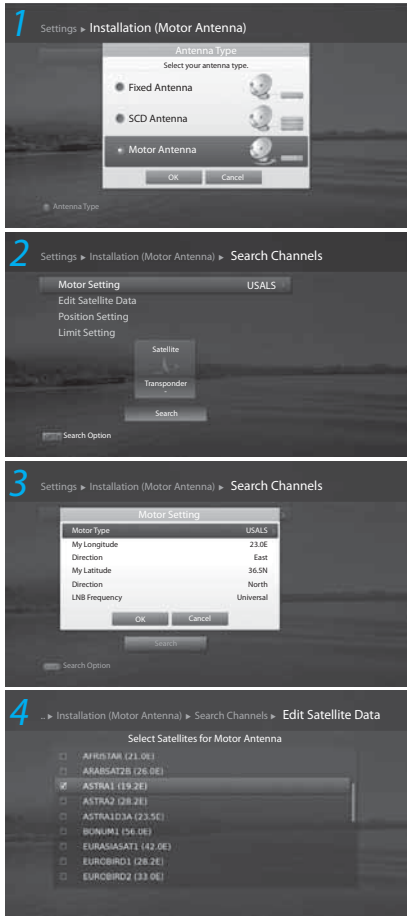
Select **OK**.

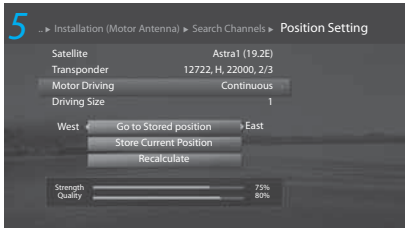
Note: When **Motor Type** is set to **DiSEqC 1.2**, both **My Longitude** and **My Latitude** are inactivated.

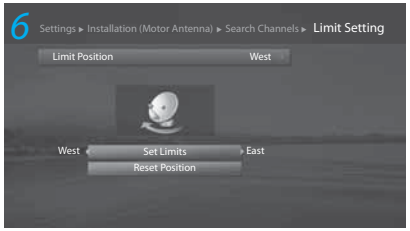
4 Select **Edit Satellite Data** and press the **OK** button to select the satellites that the motor antenna is pointing to.
Select satellites using the ▲/▼ and **OK** button.
When selecting **User Define**, enter the **Longitude** and **Direction**.
Press the **BACK** button to save and return.
5 Select **Position Setting** and press the **OK** button to set the antenna position for the selected satellites.
- **Satellite:** Select the satellite.
- **Transponder:** Select the transponder.
- **Motor Driving: Continuous – Step - Time**
- **Driving Size**: When motor driving is set to **Step** or **Time**, select one from**1~127**.
- **Go to Stored Position:** Make the antenna turn toward the position of the selected satellite.
  Fine-tune the position using the ◀/▶ button until the signal strength and quality reach the maximum level.
- **Store Current Position:** Save the adjusted position.
- **Recalculate:** Recalculates the positions of all satellites based on the position of current satellite.

Press the **BACK** button to save and return.

Note: When **Motor Type** is set to **USALS**, **Motor Driving**, **Store Current Position** and **Recalculate** are inactivated.







6 Select **Limit Setting** and press the **OK** button to set the operation limit of the motor.
- **Limit Position:** Select **East** or **West**.
- **Set Limit:** Set the operation limit to **East** or **West** using the ◀/▶ button.
- **Reset Position:** Initialise the position of the motor antenna to the factory default.

Press the **BACK** button to save and return.

7 Select a satellite you want to search.

8 Select **Transponder** under the activated satellite figure and press the **OK** button. Select a value in the transponder list.

9 Select **Search** and press the **OK** button. The found channels will be listed.

10 When the search is completed, select **Save** and press the **OK** button.

Note:
- When you use a motor antenna, only the channels of one satellite can be searched.
- Repeat the search process to search more satellites.
- Select **Stop** and press the **OK** button to stop the channel search.
- All channels will be deleted if you change the antenna type.
- The default password is 0000. If you have forgotten your password, please contact your local distributor.

Software Update

MENU > Settings > Installation > Software update

Automatic Update

1. Select **Automatic Update**.
2. When new software is detected, select to start the update process.

Manual Update

1. Select **Manual Update**.
2. Enter the search options.
2. Select **Search** and press the **OK** button to search for new software.
2. When new software is detected, select **Yes** to start the update process now.

Note:
- It may take 5~10 minutes to update the software.
- When the software update is completed, the product is automatically powered off and on again.

Factory Default

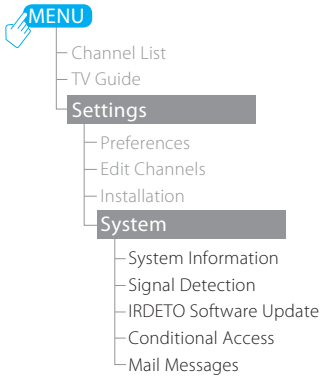
MENU > Settings > Installation

1. Select **Factory Default**.
2. A popup will appear. Select **Yes**.
3. You will be prompted to enter the password. Enter the password.

Note:
- The default password is 0000. If you have forgotten your password, please contact your local distributor.

Warning: Note that once you perform factory default, all user configured data will be reset. Shortly after you complete the factory default, the installation wizard will appear automatically.

System



System Information

You can view the system information.

Signal Detection

You can check the signal strength and quality of the searched channels.

IRDETO Software Update

You can update the software when available.

Conditional Access

You can view the Smartcard information.

Mail Messages

You can check the mail messages.

Specification

Tuner & Channel	
No. of Tuners	1
Input Connector	F-Type, IEC 169-24, Female
Frequency Range	950 MHz to 2150 MHz
Signal Level	-25 to -69dBm
LNB Power & Polarisation	Vertical : +13.5 V (+14.5 V at high voltage) Horizontal : +18 V (+18.5 V at high voltage) Current : Max. 500 mA (Overload protection)
22kHz Tone	Frequency : 22 ± 4 KHz Amplitude : 0.7 ± 0.2 V
DiSEqC Control	Version1.0, 1.2, USALS, SCD (Single Cable Distribution)
Demodulation	QPSK, 8PSK
Input Symbol Rate	DVB-S : 2-45MBaud DVB-S2: 3~42MBaud(QPSK), 3~30MBaud(8PSK)
FEC Mode	DVB-S: Auto,1/2,2/3,3/4,5/6,7/8 DVB-S2: Auto,1/2,3/5,2/3,4/5,5/6,8/9,9/10 (QPSK) Auto,3/5,2/3,3/4,5/6,8/9,9/10 (8PSK)
MPEG Transport Stream A/V Decoding	
Transport Stream	MPEG-2 ISO/IEC 13818 Transport Stream Specification
Profile Level	MPEG-2MP@ML, MPEG-2MP@HL, MPEG-4 HP@L4 .1
Input Rate	15MB/s Max
Video Format	4:3, 16:9
Video Resolution	1080p, 1080i, 720p, 576p, 576i
Audio Decoding	MPEG/MusiCam Layer I & II, AC3 downmix
Audio Mode	Single channel/Dual channel/Joint stereo/Stereo

Memory	
Flash Memory	128MB
RAM	256MB
Audio/Video/Data In/Out	
Video	RCA-Type(CVBS), HDMI/HDCP
Audio	Audio L/R
Power Supply	
Input Voltage	100-240V a.c., 50/60Hz
Type	Adaptor
Power Consumption	12Vd.c. / 2A
Protection	Separate internal fuse. The input should be protected against lightning.
Physical Specification	
Size	200×33×155(mm)
Weight (Net)	485g
Operating Temp	0 ℃ to +45 ℃
Storage Humidity	-10 ºC to +70 ºC

Note: The specifications are subject to change without notice.

Trouble Shooting

Before contacting the customer service centre, make sure to read the tips below carefully. If the problem persists after you complete the following procedure, please contact HUMAX customer service for further instructions.

1. No message is displayed on the front display. (The product will not switch on.)
   - Check the main power cable and make sure it is plugged into a suitable power outlet.
   - Check that the mains supply is switched on.
   - Connect the power cable to a different power outlet.
   - Check that the power switch is on at the rear of the product. (where applicable)
2. No picture
   - Make sure that the product is powered on and in operation mode. (Press the STANDBY button)
   - Make sure that the AV cable is firmly connected to the TV.
   - Make sure that the antenna cable is properly connected to the product.
   - Be sure to activate channel search.
   - Check the brightness level of the TV.
   - Check if the channel is currently on air.
   - Make sure that STB or PVR is selected as input on the remote control.
   - Make sure that the antenna setting in the menu is correct. (satellite only)
3. Poor picture/sound quality
   - Make sure there is no mobile phone or microwave oven near the product.
   - Keep the power cable and the RF cable apart from each other.

Note: If the antenna is covered with snow or the RF is weakened by heavy rain, the condition of the sound and picture may temporarily be poor. However, poor sound and picture quality due to weather conditions cannot be accepted as a malfunction of product.

[Satellite]
- Change the satellite dish for a larger one as this will increase the signal levels received.
- Replace the LNB with a lower noise factor in cases where the noise factor is too high.
- Replace the LNB with a lower noise factor in case the noise factor is too high.
- Replace the LNB with a new one in case it is damaged or out of order.
- Install the antenna in an obstacle-free place.
- Check the signal levels and adjust your antenna if the level is too low. The signal level may be affected by weather conditions.

[Terrestrial]
- Adjust the antenna direction to get a better picture.
- Set the antenna power in menu to On, if you use the active antenna to improve the reception. (where applicable)

4. No or poor sound
   - Check that your AV cable is connected correctly.
   - Check the volume levels of your TV set and the product.
   - Check if the product or TV is on mute.
   - Check audio type or soundtrack option. (where applicable)
5. Remote control does not operate.
   - To control the product, the top end of the remote control should point directly towards the receiving part of the product.
   - Remove and reinsert the batteries in the remote control.
   - Replace the batteries in the remote control for a new set.
   - Set the remote control to STB or PVR mode, if you are using the universal remote control. (where applicable)
6. Cannot make reservations.
   - Check that no previous reservations are conflicting with the new reservation.
7. No password information is given.
   - The default password is 0000.
8. Channel search does not work.
   - [Satellite] Make sure that the antenna setting in the menu is correct.
   - [Cable] Make sure that your cable is connected correctly.
   - [Terrestrial] Use the appropriate antenna capable of receiving VHF or UHF channels for your area.
9. Cannot update new software.
   - If the product does not show a message requesting update, this means no software is available.

10. **Cannot watch scrambled channels.**
    - Check that you have the appropriate Smartcard or CI-Module. Reinsert the Smartcard or CI-Module and make sure it initialises correctly.
    - Check in the menu that the product is detecting the Smartcard or CI-Module.
    - Check in the menu that you have a valid subscription to the channels you want to view.
    - Make sure that the Smartcard or CI-Module is not damaged.
11. **Cannot watch pay channels.**
    - Check in the menu that you have a valid and working subscription to the channels you wish to view.
12. **The product makes a humming noise.**
    - The noise is from the fan; the hard disk is operating normally.
13. **Cannot record progammes. (PVR only)**
    - The hard disk is full. Delete unnecessary programmes and make space for new recording.
    - Check if the recording conflicts with another channel. Stop the current recording or wait until the recording is finished.
    - Check that the product is switched on when the recording starts.
14. **Cannot operate Time Shifted Recording. (PVR only)**
    - TSR may not be available during recording. Wait until the recording is finished.
    - Delete unnecessary programmes and make space for new recording.
15. **Cannot playback. (PVR only)**
    - To playback the recorded file of a scrambled channel, use the Smartcard. In case it has been a long time since you last recorded, this may not work. Contact the product distributor.
    - The signal during recording may be weak or the hard disk too full.
16. **Cannot change channels while recording. (PVR only)**
    - Certain channels may not be changed due to restriction of the tuner or connection type.

HUMAX Customer Support

Information concerning troubleshooting, software upgrade and product support is provided in the following website. Should your product require warranty service, please contact the customer service center of which telephone number is on the website.

Middle East (Dubai. UAE)	Tel:	+971 4 359 2323
	Opening Hours (Closed on Fri):	Sat-Wed: 09:00-18:00 Thu: 09:00-14:00
	E-mail:	callcenterME@humaxdigital.com
	Website:	http://www.humaxdigital.com/me/support
	Language:	Arabic / English

Note: For hardware repair, please visit our website.

Error Messages

Error messages	Possible causes	What to do
No or bad signal [Satellite]	The satellite dish is not pointing at the satellite.	Adjust the dish alignment.
	Signal is too weak.	Increase the LNB voltage or connect a signal amplifier.
	Satellite dish is too small.	Change to a larger dish.
	Problem with LNB	Change the LNB.
	Wrong antenna setting	Set the antenna correctly.
No or bad signal [Cable]	The cable is not connected.	Make sure the cable is connected correctly.
	The cable may be damaged or defective.	Replace the cable.
	The channel is not broadcasting.	Replace the cable.
No or bad signal [Terrestrial]	The aerial is not pointing correctly.	Adjust the aerial. Check the cable from the aerial. If you cannot resolve the problem, request a professional to test your aerial installation.
The channel is scrambled or not available.	The channel has a signal but no audio or video.	Check if the channel is currently on air.
	The channel has been deleted by the broadcasting company.	Check if the channel is currently on air.
	The channel is for data broadcasting.	Remove the channel from the channel list and check for new transponder details.
The audio is not available.	The channel has a video signal but no audio.	Press the audio button to confirm that the channel has audio options.

Error messages	Possible causes	What to do
No access	No access	Make sure you have a subscription to the channel.
	No authorisation	If the product has been in standby or power off for a long time, please wait for authorisation. It may take up to 60 minutes.
No card inserted	Smartcard is not inserted.	Insert the Smartcard.
Incorrect card	Wrong Smartcard is inserted.	Insert the correct Smartcard.
	Smartcard is not inserted correctly.	Remove the Smartcard and reinsert it.
	Smartcard is damaged.	Contact your Smartcard retailer or channel broadcaster and ask for replacement.
CI-Module not installed	CI-Module not installed CI-Module is not inserted.	Insert the CI-Module.
	CI-Module is not inserted correctly.	Remove the CI-Module and reinsert it.
	CI-Module is not recognised.	Insert another CI-Module to check if the current one is working.
Invalid CI-Module	Wrong CI-Module	Insert the correct CI-Module.
	CI-Module is damaged.	Replace the CI-Module.
The antenna cable is short-circuited. [Satellite]	LNB cable is short.	Replace the LNB cable.
	LNB is internally short.	Replace the LNB.
	Alien substance is inserted into the LNB IN port. The port may be damaged.	Remove the alien substance and contact the service centre if the port is damaged.

Glossary

CVBS (Composite Video Baseband Signal)
A technology for transmitting video signals via a cable. Mixes luminance (brightness) and the chrominance (colour) signals together.

DiSEqC (Digital Satellite Equipment Control)
A DiSEqC compatible receiver relies on a switching box which detects the 22kHz tone pulsing rapidly on and off. In this way, a certain receiver can control numerous LNBs through a DiSEqC switching box.

Dolby Digital
An encoding system that digitally compresses up to 5.1 discrete channels of audio (left front, centre, right front, left surround, right surround) into a single Bitstream. A low frequency effect (LFE) channel is included providing the sound needed for special effects.

DVB (Digital Video Broadcasting)
A set of standards that define digital broadcasts using satellite, cable or terrestrial systems.

EPG (Electronic Programme Guide)
An electronic equivalent to a printed television listings magazine. It is an application used with digital set-top boxes and digital television sets to list current and scheduled programmes that are or will be available on each channel, including a short summary or commentary for each programme. The information supplied in the EPG is sent and updated by the channel broadcaster.

FEC (Forward Error Correction)
A technique for error control of data transmission.

Frequency
The property of a signal measured in cycles per second (=Hz).

FTA (Free- To-Air)
An unscrambled broadcaster allowing customers to view channels or services without paying any subscription.

HDMI (High-Definition Multimedia Interface)
An all-digital audio/video interface that supports standard, enhanced, or high-definition video, plus multi-channel digital audio on a single cable. It transmits all ATSC HDTV standards and supports 8-channel digital audio.

LNB (Low Noise Block)
A device that is mounted on an arm facing your satellite dish, focusing on satellite signals. A LNB converts signals received from satellite to a lower frequency and sends them to a satellite receiver via coaxial cable.

OTA (Over the Air)
A standard for the transmission of software for equipment, through a broadcast system. Manufacturers reserve the right for deciding the release of the software for their products.

Polarisation
The direction of the electrical and magnetic fields of a signal. Satellites use both vertical and horizontal polarisation, meaning that a frequency can be used twice.

QPSK (Quadrature Phase Shift Keying)
Digital modulation technique in which the carrier phase can have one of four possible values.

RF (Radio Frequency)
Television signals are modulated onto RF signals and are then demodulated by the tuner of your TV or STBs•

RGB (Red – Green – Blue)
A technology for transmitting video signals via a cable. RGB is a system to represent red, green, and blue colours on a TV or monitor display. Red, green, and blue can be combined in various proportions to obtain any colour.

Smartcard
A credit card sized card that contains updateable chip memory. It is used to access Pay TV (encrypted) channels or services.

S/PDIF (Sony/Philips Digital Interface format)
A standard format for the transfer of digital audio signals. It allows the transfer of digital audio between two devices without any conversion to and from analogue, which could degrade the signal quality.

Transponder
A satellite is divided up in parts called transponders. A transponder is one distribution section of thes satellite. Each transponder can be used for distribution of several channels or services.

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■ CONDITIONS DE GARANTIE

Conservez le certificat conjointement avec la facture ou le reçu original dans un endroit sûr. Présentez-les à votre revendeur ou à votre lieu d'achat dès que votre produit nécessite une réparation sous garantie.

■ GARANTIE CLIENT HUMAX

HUMAX garantit que ce produit ne présente aucun défaut au niveau des matériaux et de la fabrication, conformément aux conditions mentionnées au verso.

■ CONDITIONS

1. La garantie HUMAX est valide pour une période d'un an, à compter de la date de l'achat initial.
2. Dans l'éventualité où ce produit ne fonctionnerait pas correctement au cours de la période de garantie, le revendeur ou le fournisseur local s'engage à le faire fonctionner conformément à la finalité pour laquelle il a été conçu, sans facturer de frais supplémentaires pour la main-d'œuvre et les pièces.
3. La présente garantie ne s'applique que si le certificat de garantie a été dûment complété par l'acheteur et que ce certificat est présenté au revendeur conjointement avec la facture ou le reçu original.
4. La présente garantie ne couvre pas les frais d'expédition ou de transport entre l'acheteur et HUMAX.
5. Les obligations du revendeur se limitent à la réparation des pièces défectueuses. La présente garantie ne couvre pas les coûts et les risques liés au transport à destination du revendeur, ceux associés à l'installation et à l'enlèvement du produit ainsi que tout autre coût directement ou indirectement lié à sa réparation.
6. Les coûts liés aux réparations sous garantie effectuées par un atelier de réparation non autorisé ne seront pas remboursés. En outre, si le produit est endommagé lors de telles réparations, les dégâts causés ne seront pas couverts par la présente garantie.
7. La présente garantie ne s'applique pas aux cas autres que les défauts de matériaux ou de main-d'œuvre et ne couvre pas, en particulier :
   a. les vérifications périodiques, les réglages, la maintenance ou les transformations ainsi que le remplacement de pièces en raison de l'usure normale ;
   b. les dégâts causés par des accidents, par négligence, par l'apport de modifications, par l'utilisation de pièces non HUMAX, par une utilisation incorrecte ou lors de l'installation ou l'emballage ;
   c. les dégâts causés par la foudre, l'eau, le feu, les faits de guerre, les troubles publics, des tensions de secteur incorrectes, une mauvaise ventilation ou toute autre cause indépendante de la volonté du revendeur ;
   d. les produits dont l'étiquette portant le numéro de série est illisible, a été enlevée ou abîmée.
8. La présente garantie est offerte à toute personne qui est entrée en possession de ce produit légalement au cours de la période de garantie.
9. La responsabilité maximale d'HUMAX ne peut pas dépasser le prix d'achat que vous avez payé pour acquérir le produit. En aucun cas HUMAX ne peut être tenu pour responsable des dommages-intérêts particuliers, accessoires, secondaires ou indirects.